

County of San Diego, Health and Human Services Agency (HHSA)

Eligibility Policy and Procedures Guide

Authentication of Customer Information

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Issue date:

6/5/2015

Effective date:

6/8/2015

Background:

The County is committed to protecting the integrity, security, and confidentiality of customer data and information.

Policy:

To maintain customer confidentiality and ensure adherence to County, State and Federal requirements, the County of San Diego Health and Human Services Agency requires staff to authenticate customer identity as stated in this policy before releasing information when the customer does not have verification of their identity.

Procedure: (In person, over the phone **and by email**)

Confirm the customer's identity by asking the individual to provide:

- Full name
- Case number (if known)
- Date of birth
- The full or last four (4) numbers of their Social Security number

Note: All email responses that contain confidential case information must be made via encrypted email.

Identity Verification for someone other than the customer:

When an email inquiry is received from someone other than the customer, staff will verify that the email is either from an Authorized Representative, a Key Person, or someone who has Power of Attorney. If it has been determined that the email ID is from one of the above, staff will verify the identity of the email by matching the name and/or agency and compare to what is listed on either the Authorized Representative form, Key Person form, Power of Attorney form, or Release of Information (ROI).

Only when the identity has been verified can staff respond to the email with case information.

NOTE: Customer information will not be released on any cases that are coded as Domestic Violence (DV). These calls or email inquiries must be directed to the Family Resource Center and no information should be released over the phone or via email. The customer will be required to go in to the Family Resource Center to verify identity.

Impacts:

All Programs

References:

[County Code of Conduct](#)

[Desk Aid](#)

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Sunset Date:

This policy will be reviewed for continuance by 6/30/2018

Approval for release:

A handwritten signature in blue ink, appearing to read 'Rick Wanne', followed by the date '6-8-15'.

Rick Wanne, Director
Eligibility Operation